



Tim McCormack

Date
20 February 2024

[request-1080060-38165355@whatdotheyknow.com](#)

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear Tim McCormack,

Freedom of Information Request – FOI2024/00246

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 1 February, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

“Many thanks to Mr Norman for providing me with the information I requested in my FOI 'Annual ARA 22/23 (Part 1). Mr Norman stated that the reason for the different figures was due to one being for the company and the other for the group.

The ARA for 21/22 has obviously been published publicly and the figures in that document remain as stated for the company.

What I would like now is the corrected figures for 21/22 for Total People Costs for the company and not the group. I will assume that there is no correction to the number of employees which should remain at 3275.

Just so I am clear on this - it is a known fact that the 21/22 figure for Total People Costs for the company as stated in the 21/22 ARA is incorrect. I wish the correct figure please.”

We can confirm that Post Office does hold the information you have requested.

Post Office can confirm that on page 137 of our 2021/22 Annual Reports & Accounts (“ARA”) states that people costs are “excluding investments”. These people costs total £157m for the financial year 2021/22.

Our ARA for 2021/22 can be found on our website at the link below:

<https://corporate.postoffice.co.uk/en/governance/key-reports-statements/post-office-annual-report-accounts-2021-22/>

Post Office changed the way people cost is reported in the financial year 2022/23 to “include investments”, hence the “excluding investments” section was removed from our 2022/23 ARA (see page 136).

When changing the presentation in the 2022/23 ARA, analysis was performed on the change that would be required for the 2021/22 comparative figures. The revised 2021/22 people costs, including investments, would have been £164m. The £7m variance, between the £157m previously stated and the £164m was not deemed a material impact and therefore does not require restatement or disclosure in the 2022/23 ARA.

We would like to confirm that going forward the presentation will remain consistent with 2022/23 ARA.

Our ARA for 2022/23 can be found on our website at the link below:

<https://corporate.postoffice.co.uk/en/governance/key-reports-statements/post-office-annual-report-accounts-2022-23/>

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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